



***Join our Amazing E Fry Ottawa Team!***

**Residential Support Worker, Full-Time Days – JF Norwood House**

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency offering residential and community programs and services to women and men in conflict with the law. One of E Fry Ottawa's transitional residences, JF Norwood House is a community residential facility providing supportive housing for up to 15 criminalized women, with accommodation for families. The position of Residential Support Worker – Full-time Days (JF Norwood House) reports to the Associate Manager of Residential Services. The day shift is 07:45 am to 4:00 pm, Monday through Friday. This unionized position in a feminist, single-staffed environment includes provision of support to residents, including emotional support, crisis intervention, conflict resolution and resource referrals, as well as case management. The Residential Support Worker contributes to the overall security, maintenance and smooth operation of the residence.

**Job Title:** Residential Support Worker, Full-time Days (JF Norwood House) 6/7-month contract  
**Reports to:** Associate Manager of Residential Services  
**Hours:** 41.25 hours/week  
**Language:** English Essential (**Bilingual Preferred**)  
**Salary:** \$18.96

**Core Responsibilities**

**Provide support to residents**

- Support residents, including through emotional support, therapeutic and listening, crisis intervention, conflict resolution and resource referrals, meeting clients where they are and supporting them to meet their goals through an empathic, non-judgemental approach.
- Provide case management support for residents including to develop/maintain residents' plan of care.
- Maintain cooperative working relationships and liaison with various other service providers and funders in support of residents.
- Participate in the shift schedule rotation as part of our 24-hour staffing model.

**Maintain records and contribute to safety and maintenance of the residence**

- Maintain accurate and up-to-date records and statistics regarding all aspects of service delivery as required to support the needs of residents and the requirements of our funders (Correctional Service Canada and Ontario's Ministry of the Solicitor General).
- Assist in the overall security and maintenance of the residence.

**Other responsibilities**

- Promote and maintain the mission, vision, and values of the Elizabeth Fry Society of Ottawa.
- Train new residential staff as required.
- Attend and participate in monthly staff meetings.

**Apply by 4:00 pm, October 6!**

**Note that this is a contract position to March 31, 2022, with the possibility of extension.** Please submit your résumé and a cover letter to Kai Seymour, Associate Manager of Residential Services through [careers@efryottawa.com](mailto:careers@efryottawa.com)

- Carry out other duties as assigned by the Manager of Residential Services.

The Residential Support Worker may also be responsible for other duties as assigned by the Associate Manager of Residential Services, and/or Manager of Residential Services.

## Qualifications

### Required education and experience

- Experience and/or education equivalent to an undergraduate degree in criminology, social work or related field OR a diploma in a similar field.
- At least one year of experience working with marginalized women and/or communities who face multiple barriers such as poverty, discrimination, criminalization, and a lack of housing.

### Required knowledge, capacity and commitment

- Understanding of the dynamics of criminalized women’s behavior and ability to support them to assess their needs and risks.
- Ability to provide non-judgmental emotional support to women and form effective trust relationships.
- Ability to assist criminalized women to identify potential challenges to their successful reintegration into the community – as well as community services to support their successful reintegration.
- Understanding of alcohol and drug use and related issues.
- Excellent interpersonal and crisis intervention skills.
- Excellent oral and written communication skills (English essential).
- Excellent organizational and time management skills, and ability to work well independently.
- Awareness of and commitment to women’s issues with a thorough understanding of racism, classism, sexism, homophobia, violence against women and transgender issues.
- Valid First Aid/CPR certification.

**The successful candidate will be required to pass a security clearance at the Protected B Level.**

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| <p><b>Are you an ideal candidate?</b><br/> <b>In addition to the above requirements, some “great to have” qualifications include...</b></p> <ul style="list-style-type: none"> <li>▪ You have experience in a women’s residential setting</li> <li>▪ You are bilingual</li> <li>▪ You have your own transportation, as access to public transportation is limited</li> </ul> | <p><b>Apply by noon, September 8!</b></p> <p>Please submit your résumé and a cover letter to Kai Seymour, Associate Manager of Residential Services through <a href="mailto:careers@efryottawa.com">careers@efryottawa.com</a></p> <p><b><i>Tell us how you meet or exceed the above required and “great to have” qualifications.</i></b></p> |
| <p><b>We thank all who apply. Only those selected for an interview will be contacted.</b></p>  |   |